Creo Inc.
A subsidiary of Kodak
3700 Gilmore Way
Burnaby, B.C., Canada
V5G 4M1
Tel: 1.604.451.2700
Fax: 1.604.437.9891

Request support:
ecentral.creo.com

www.creo.com

Internal: 731-00686A-EN
Release date: 10 November 2005

FAQ

Robert Treacher
Software Developer
Tel: +1.604.451.2700
e-mail. robert.treacher@creo.com

Prinergy Client Installer FAQ

Frequently Asked Questions about the new client installer and Workshop updates

As of Prinergy 3.0.3, the Prinergy Client Installer (PCI) will improve and simplify the Prinergy client deployment process. The PCI is intended to replace the existing Workshop installer and the Client Auto Update tool, which are responsible for installing and updating Prinergy clients respectively. The new client installer will consolidate all deployment functionality into single installers for Mac OS X and Windows. It will address many of the support issues that have been encountered with the current client deployment infrastructure. It will also present a very simple and intuitive user interface that can be used by novice and advanced users alike.

Question: What platforms can use the new PCI?

Answer: Mac OS X, Windows 2000, XP, 2003.

Question: What about OS 9?

Answer: The new client installer does not support OS 9, mainly because the installer is built by InstallAnywhere 7, which does not build OS 9 installers. Workshop on OS 9 must still be installed using the old Workshop installer and the Client Auto Update (CAU) utility.

Question: Does Workshop still need to mount a share to run the update? Which share does it mount?

Answer: Yes, Workshop mounts a share called "WkspInstall". Previously, the mount was called ”WorkshopInstaller_3.0.2”.

Question: Is CAU still supported?

Answer: CAU will not be used by the new installer. However, it will still be used to update Workshop on OS 9.

Question: How can I install Workshop from scratch?

Answer: Mount the share "WkspInstall," open the folder pertaining to your OS, and double click the WorkshopInstaller shortcut.

Question: How can I update Workshop?

Answer: Attempt to login to the server. A message box will appear that tells you that you must synchronize. Click "Yes," and the update will start. On OS X, you must enter an Administrator's password. You will also be presented with a Workshop splash screen that has a language selection drop-down menu. Select the language and click OK. The update will then proceed.

Question: What does the PCI actually install?

Answer: Workshop, Preps Workshop Edition, Virtual Proofing System (VPS), Refiner PPD, Acrobat Plug-ins for 5.0, 6.0, and 7.0

Question: How does the PCI know which components to update?

Answer: In the client's Prinergy\Uninstall directory there is a file called updatevariables.properties file. This file is maintained and updated by the installer in order to determine which features should be updated.

Question: How does the PCI know to run in update mode?

Answer: Workshop creates a file called **PCIstartup.properties** in the client's temp directory. When the PCI starts up, it looks for this file, and if it contains an entry INTERACTIVE=false, it will run in update mode.

Question: How do I actually log into the server? When I click "no" to synchronizing my workshop, it doesn't attempt to log in. Is this just not implemented yet?

Answer: You cannot login without updating. While discussing requirements with support people, it was apparent that "optional" updates allowed many users to avoid doing it, perhaps because they forgot, didn't notice, or just couldn't be bothered. This would then lead to calls to the RC about "Cobra" errors and other random problems. So, forcing the user to update will reduce these problems.

Question: Can I install Prinergy plug-ins to more than one version of Acrobat?

Answer: Yes. The installer will automatically detect whether you have Acrobat 5, 6, and 7 installed on your machine. There is a "Choose Install Set" panel that will list plug-ins for each of the versions of Acrobat that were detected. You can choose any combination by checking or unchecking them.

Question: How does the PCI find Acrobat?

Answer: On Windows, the installer looks at the registry key

```
HKEY_LOCAL_MACHINE\SOFTWARE\Adobe\Adobe Acrobat\{version}\InstallPath
```

On OS X, the installer checks the Applications folder and the root folder. For each version that it can't find, it runs the locate command. The first instance of each Acrobat version that it finds will be where the plug-ins are installed.

Question: I have Acrobat X, but it is not detected during installation for installing the Acrobat X plugins. How can I install these plugins?

Answer: If PCI cannot find Acrobat X using the Windows registry, the Acrobat installation is probably corrupted. Try reinstalling the version of Acrobat. On OS X, the workaround for this is to try moving Acrobat X into the Applications folder, and then re-run the installer. A planned feature is to implement an installer dialog to allow the user to manually select Acrobat.

Question: Why does the PCI run the uninstaller when it is updating Workshop?

Answer: The update mechanism is to just uninstall the old software and install the new software. Although some software may be the same in both versions, this method is a lot cleaner and simpler than trying to update individual files.

Question: Where are the log files for the PCI?

Answer: The installer produces two log files: Workshop_InstallLog.log and Workshop_InstallDebug.log. Both of them are located in the base Prinergy folder (e.g. C:\Program Files\Creo\Prinergy or /Applications/Creo/Prinergy Workshop_InstallLog.log is generated automatically by InstallAnywhere right at the end of the installation, and displays the error status of each step performed. Workshop_InstallDebug.log contains all of the stdout and stderr streams from the installer and plug-ins, and contains info useful to developers.

Question: Does VPS get installed too?

Answer: Yes. The Mac disk image is gone, so too is the separate Windows installer. PCI handles the installation of VPS.

Question: The default location is Creo\Prinergy\Workshop, is that the new location for the workshop?

Answer: It is cleaner to have the Prinergy folder because the client machine may have other Creo software installed on it, such as Tokens.

Question: Say I uncheck the Preps (or VPS) options, what if I need to install them later?

Answer: Rather than updating, you run the installer like you did the first time. You proceed through the installer as normal, and select the entire feature set that you want, including Preps, VPS, etc. The installer will automatically uninstall everything that had been installed before, and then will install your new feature set.

Question: Running the installer in a silent mode for synchronise/Update is neat, although the spash screen / language choice is somewhat annoying. (as in you have to click okay) Could you perhaps by pass this and use the language setting of the workshop (if it is available)?

Answer: Unfortunately this is the behaviour of InstallAnywhere. The splash screen / language choice cannot be turned off for GUI mode, so there is absolutely nothing I can do about this. InstallAnywhere can build completely silent installers, but unfortunately not for Mac OS X, so this was not an option. Also, we needed some sort of UI while the installer ran, so I think that using the installer's UI was the best solution. Plus it allows the user to select his/her favorite language for the installer UI as it updates.

Question: What about legacy support for downgrading? Does it work without the update button?

Answer: There are no automated upgrades/downgrades between the two versions. Users will have to uninstall the new Workshop, and then install/finish the old Workshop. Speaking of legacy, OS 9 will still use CAU to run updates.

Question: But do you mean to say that I cannot use a 3.0.3.0 Workshop with a 3.0.3.1 server? I am able to use a non-synchronized Workshop now. Why can/should I not do this anymore?

Answer: We are making Workshop updates mandatory rather than being somewhat voluntary as they are now. If Workshop is not updated, this causes a lot of support issues because users end up using versions of Workshop that are incompatible with the server.

Question: Why we think this new one will be better than the current one?

Answer: Presently, the client auto-update procedure is the source of many support issues (one of the top two). A number of common problems have been identified, and most of them are related to the Mac OS X client updater in particular. One major goal of the new client installer is to make updates more reliable and to improve supportability.

About Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. Creo joined the GCG in June 2005, when it became a wholly owned subsidiary of Kodak. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) had sales of $13.5 billion in 2004 and is committed to a digitally oriented growth strategy.

© 2005 Kodak. The Creo product names mentioned in this document are trademarks or service marks of Creo Inc., a subsidiary of Kodak, and may be registered in certain jurisdictions. Other company and brand, product, and service names are for identification purposes only and may be trademarks or registered trademarks of their respective holders. Data subject to change without notice.